



SERVICE AGREEMENT FOR VISA ASSISTANCE SERVICES

"LLC Second Passport IR" – hereinafter referred to as the "Executor," represented by the Commercial Director Alena Vadimovna Fidartova, acting under General Power of Attorney No. 1 dated 22.03.2021, hereby addresses this offer agreement (hereinafter referred to as the "Agreement") to any person (an indefinite range of persons) expressing readiness to use the services of the Executor in the manner provided in clause 3.1 of this Agreement (hereinafter referred to as the "Client"). The Agreement, according to clause 2, Article 437 of the Civil Code of the Russian Federation, is a public offer, and the acceptance of its terms (acceptance) consists of performing the actions stipulated in the Agreement.

1. Definitions

1.1 The terms of this Agreement regulate the relationship between the Client and the Executor and contain the following definitions:

1.1.1 **Offer** — this document (Agreement) published on the Internet at: <https://passport.online.com>. In the context of the Agreement, the terms "offer" and "Agreement" are equivalent.

1.1.2 **Acceptance** — full and unconditional acceptance of the offer by performing the actions specified in clause 3.1 of the Agreement.

1.1.3 **Executor** — the legal entity (LLC Second Passport IR) that published the offer.

1.1.4 **Client** — a legal or natural person who enters into the Agreement by accepting the terms contained in the offer.

1.1.5 **Specialist Consultation** — information provided upon the Client's request, incorporating necessary legal norms and information available from official sources, provided through a personal meeting, video online meeting, or text format by a specialist with relevant competencies.

2. Subject of the Agreement

2.1 Under this Agreement, the Executor provides the Client with a set of non-domestic services in business tourism, education, and consultation services outside the Russian Federation (hereinafter referred to as "Services"), and the Client agrees to pay for the Services in the manner and on the conditions stipulated by the Agreement.

2.2 Information on the list, content, and consumer properties of the services is available on the Executor's website: <https://passport.online>.

2.3 To fulfill the obligations of the Agreement, the names of the Services, details of the

parties, specific service costs, and other necessary terms are indicated in the Executor's response to the request (hereinafter - the Executor's Response), provided to the Client electronically after completing the request form and selecting the required scope of services.

2.4 Interaction between the Executor and the Client occurs through correspondence by email: vtoroipassportvl@gmail.com, as well as phone communication at +7(918)830-01-00 and other numbers listed on the official website: <https://passport.online/contacts>.

3. Procedure for Concluding the Agreement

3.1 The Agreement is considered concluded upon payment by the Client for the Executor's services as specified in clause 6.4 of the Agreement.

3.2 By accepting the Agreement in the manner defined in clause 3.1, the Client guarantees that they are familiar with, agree to, and fully and unconditionally accept all the terms of the Agreement.

3.3 The Client understands that accepting the Agreement is equivalent to entering into the Agreement under the conditions stated in it.

3.4 The offer takes effect from the moment it is published on the Internet at <https://passport.online> and remains valid until it is withdrawn.

4. Rights and Obligations of the Parties

4.1 Client's Obligations:

4.1.1 Provide the Executor with authentic, accurate, and sufficient documents required for rendering the Services and bear responsibility for their timely submission to the Executor via electronic document management and providing originals if necessary.

4.1.2 Promptly and fully pay for the Services in accordance with the Agreement. The amount paid under this Agreement includes services provided by the company for visa support, submitting necessary documents to visa centers, and other competent authorities, as well as detailed consultations on the ordered service.

4.1.3 Cover all state, visa, and other fees, including document translation, travel insurance, photographs, courier delivery of documents, unless otherwise provided by an additional agreement to the Agreement.

4.1.4 Follow all rules at foreign government representations: adhere to the schedule, respect the staff, observe environmental protection and safety regulations. The Client is obliged to compensate for any damage caused by wrongful actions to organizations and individuals providing services, as well as to any third parties, if such actions occur.

4.1.5 Notify the Executor in a timely manner of any changes regarding the ordered service, including changes in name, address of residence or registration, employment status, criminal record, travel ban, negative visa history (visa refusals, deportations), or any other information declared in visa documents. Failure to provide this information may negatively

impact the service's final outcome.

4.1.6 In case of refusal of Services agreed upon by both Parties, notify the Executor at least 10 calendar days before the start of the actual provision of Services.

4.1.7 If the Client refuses agreed Services immediately after payment, a refund is issued minus commission fees and currency conversion, as well as considering consulting support based on time spent and volume of information provided to the Client.

4.2 Executor's Obligations:

4.2.1 Provide services that are safe for the Client's life, health, property, and the environment, included in the visa support services.

4.2.2 Fulfill obligations in good faith.

4.2.3 Provide the Client with accurate information about the educational program, business and work trips, as well as travel for stated purposes in the chosen country by arranging a professional meeting with an expert in the relevant field who holds the necessary permits and licenses.

4.2.4 Assist the Client in gathering all necessary documents for submission to the visa center, embassy, or other competent authority.

4.2.5 Complete all necessary forms and documents for application submission and verify all existing documents for compliance with the competent authorities' requirements.

4.2.6 Inform the Client promptly of any legislative changes related to the chosen program and assist in preparing a new set of documents.

4.2.7 Use all personal data and other confidential information of the Client solely for providing services under the Agreement, without disclosing the documents and information to third parties.

4.2.8 Provide the Client with a service acceptance report (hereinafter referred to as the "Act") within 5 business days after service completion.

4.2.9 Upon the Client's written request, provide a report on the services provided.

4.2.10 Engage third parties for services under the Agreement without the Client's consent.

4.2.11 Notify the Client in a timely manner about changes in service terms. All changes are posted on the Executor's website: <https://passport.online>.

4.2.12 Accept payment for services from the Client and complete all necessary documents for service provision.

4.2.13 Arrange an online or offline meeting with an expert in the chosen program within 5 (five) days from payment, excluding weekends and holidays, including those in the country where the trip is planned.

4.3 Client's Rights:

4.3.1 Request information from the Executor regarding the organization and proper provision of services.

4.3.2 In the event of complaints about the Services, request the Executor to:

- Correct deficiencies free of charge within 15 calendar days of the Client's discovery of the deficiencies;
- Reduce the cost of the Services.

4.3.3 Withdraw from the Agreement provided that the Executor is reimbursed for the actual expenses incurred in providing the Services.

4.4 Executor's Rights:

4.4.1 Independently determine the composition of specialists and staff providing the Services.

4.4.2 Independently determine the forms and methods of service provision based on legal requirements and specific Agreement terms.

4.4.3 Request the necessary information from the Client verbally or in writing to provide the Services.

4.4.4 Retain funds in the event of the Client's withdrawal from the Agreement, corresponding to the volume of work performed.

5. Service Acceptance Procedure

5.1 The Executor provides the Client with the following documents within 5 calendar days: the Act.

5.2 The Act is sent to the Client's specified email and subsequently mailed to the Client's address.

5.3 The Client must sign the Act within 3 calendar days from receipt. If the Client has valid grounds to refuse service and sign the Act, both Parties must draft a bilateral Act listing claims and possibilities for mutual compensation within 3 business days. Any deficiencies in the Services must be corrected by the Executor within 30 calendar days of drafting the bilateral Act.

5.4 If the Client's claims are justified, the Executor must address identified violations within 15 calendar days.

5.5 If the Client does not reject the Act within 5 calendar days of its receipt, the Services are considered properly provided, and the Act is deemed signed by both Parties.

6. Service Cost and Payment Procedure

6.1 The cost of Services is calculated based on the information provided by the Executor's personal manager and reflected in the appendix to the offer agreement.

6.2 Service cost is an integral part of the Agreement.

6.3 Service payment is 100% prepaid within 3 banking days from selecting the service volume and sending the Client's response, unless otherwise specified in the appendix.

6.4 Specialized consultation costs start at 200 euros per hour (converted to rubles at the bank rate on the day of payment) depending on the question's complexity.

6.5 Visa support starts at 190 euros (converted to rubles at the bank rate on the payment day) depending on the visa category chosen.

6.6 The Executor may unilaterally change service costs due to increases in foreign expert fees, currency fluctuations, and other significant changes. Exceptions are terms agreed in advance and included in additional appendices. These conditions come into effect upon publication in the manner set for the offer.

6.7 Payment method: Client transfers funds using electronic payment systems: Visa, PayPal, Mastercard, Wise, MIR, and others.

6.8 Payment directly to contractors is made only upon agreement by both Parties.

6.9 The appendix to the offer agreement lists fees for specific services, excluding state duties, visa fees, and other payments required by third-party organizations.

7. Personal Data

7.1 To fulfill the terms of the Agreement, the Client agrees to provide and consents to the processing of personal data in accordance with Federal Law No. 152-FZ "On Personal Data" dated July 27, 2006, for the purposes and under the conditions necessary for the proper execution of the Agreement. "Personal data" refers to personal information that the Client provides about themselves in order to accept the offer.

7.2 The Executor guarantees the confidentiality of the Client's personal data and grants access to such data only to those employees for whom this information is necessary to fulfill the terms of the Agreement, ensuring that these individuals maintain the confidentiality and security of personal data during its processing.

8. Liability of the Parties

8.1 The Parties are liable for non-performance or improper performance of their obligations under the Agreement in accordance with the Agreement and Russian law.

8.2 Penalties under the Agreement are payable only upon a justified written request by the Parties.

8.3 Payment of penalties does not release the Parties from fulfilling their obligations under the Agreement.

8.4 Client's Liability:

8.4.1 For late payment of the Services provided, the Client pays the Executor a penalty of 0.01 percent of the total Service cost under the Agreement for each day of delay, up to a maximum of 10 percent of the total Service cost.

8.4.2 For late payment of the Executor's expenses, the Client pays the Executor a penalty of 0.01 percent of the total expense amount for the Services provided for each day of delay, up to a maximum of 10 percent of the total expense amount.

8.4.3 The Client is responsible for timely submission of information included in the document package for the provided Service and its accuracy.

8.4.4 The Client is responsible for timely completion of required actions received from the Executor to achieve the agreed-upon Service result. This includes timely appearance for interviews, fingerprint submission at the consulate, and other requirements by competent authorities. Documents should be provided electronically, with originals sent via courier services to the addresses provided by the Client.

8.5 Executor's Liability:

8.5.1 The Executor is responsible for providing accurate information about the Services and the Executor, including any harm resulting from failure to provide complete and accurate information.

8.5.2 The Executor is responsible for the safekeeping of documents, valuables, and funds entrusted by the Client for execution of the assignment, except in cases where the Client cannot influence the process (e.g., document loss by courier service). Within their competency, the Executor will assist the Client in resolving such situations. The Executor is released from liability for non-performance or improper performance of their obligations if the non-performance or improper performance was due to force majeure or the Client's violation of established rules for using the Service results.

8.5.3 The Executor is not liable for any failure of the Services to meet the Client's unreasonable expectations or subjective evaluation. This includes the actions or omissions of embassies and other competent authorities. Any non-compliance, in the Client's opinion, must be substantiated and detailed in writing and sent to the Executor's email at vtoroipassportvl@gmail.com or by registered mail with acknowledgment of receipt to the Executor's legal address: 28 Miller Street, Office 1, Vladikavkaz, Russia.

9. Grounds and Procedure for Amending and Terminating the Agreement

9.1 The Executor has the right to unilaterally (out of court) amend the terms of the Agreement and the procedure for providing Services at any time. Amendments to the terms of the Agreement take effect upon publication in the manner established for the offer. Such amendments may not contradict the originally stated service and must not aim to harm the Client or hinder the achievement of the agreed objectives. These changes are intended to improve service delivery and enable their full implementation.

9.2 Each Party to the Agreement has the right to request its amendment or termination due to significant changes in the circumstances upon which the Parties based the Agreement. Significant changes include deterioration in the terms of Service delivery or changes in the Service delivery timelines.

9.3 The Agreement may be terminated by mutual agreement of the Parties or unilaterally upon a written request by one of the Parties based on the grounds provided in the Agreement and legislation.

9.4 Unilateral termination of the Agreement is allowed only upon a written request of one of the Parties within 5 calendar days from receipt of such a request by the other Party. The Client has the right to terminate the Agreement unilaterally in the following cases:

9.4.1 If the Executor has not corrected the defects and deficiencies within the deadlines set by the Agreement.

9.4.2 If the Executor fails to meet the Service delivery timelines or delays the Services under the Agreement for more than 30 business days.

9.5 The Executor has the right to terminate the Agreement unilaterally in the following cases:

9.5.1 If the Client fails to pay on time or does not pay for the Services under the Agreement.

10. Dispute Resolution

10.1 A mandatory pre-trial claim procedure applies. A dispute may be referred to arbitration court after the Parties have taken measures for pre-trial settlement, upon the expiration of thirty calendar days from the date of the claim.

10.2 Disputes arising from the Agreement shall be resolved in the arbitration court in the Russian Federation at the location of the Executor's legal registration.

11. Force Majeure

11.1 The Parties are released from liability for full or partial non-performance of their obligations under the Agreement if such non-performance results from force majeure events, namely: fire, flood, earthquake, strike, war, actions of government authorities, or other circumstances beyond the control of the Parties.

11.2 The Party unable to fulfill its obligations under the Agreement due to force majeure must promptly, but no later than 2 calendar days after the occurrence of such circumstances, notify the other Party in writing, providing supporting documents issued by competent authorities.

11.3 The Parties acknowledge that insolvency is not considered a force majeure event.

12. Other Conditions

12.1 In the event of a justified refusal by Consulates to process documents, the Client

providing false information in the application form resulting in document processing denial, or early cancellation initiated by the Client, payment for the services rendered is non-refundable.

12.2 The Parties have no accompanying oral agreements. The content of the Agreement text fully reflects the true intentions of the Parties.

12.3 The Parties acknowledge that if any provision of the Agreement becomes invalid during its term due to changes in legislation, the remaining provisions of the Agreement remain binding on the Parties for the duration of the Agreement.

13. List of Appendices

13.1 Appendix No. 1: Invoice listing the agreed-upon services.

13.2 Act of Completed Services with addresses and details of the Parties.

13.3 Executor:

Legal Address: 362040 Russia, Republic of North Ossetia-Alania, Vladikavkaz, 28 Miller Street

Postal Address: 362040 Russia, Republic of North Ossetia-Alania, Vladikavkaz, 28 Miller Street

Phone: +7(918)830-01-00

Email: vtoroipassportvl@gmail.com

Tax Identification Number (ИНН): 1513076720

Tax Registration Reason Code (КПП): 151301001


Bank Identification Code (BIC): 044525974

Bank Tax Identification Number: 7710140679

Primary State Registration Number (ОГРН): 1191513004462

Account Number: 40702810910000568078

Correspondent Account: 30101810145250000974


(Фидарова А.В.)

